

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department For Children and Families		9. Position No. K0224036	10. Budget Program Number 23611		Agency Number
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Program Consultant II		
3. Division Client Affairs and Community Relations			12. Proposed Class Title		
4. Section	For Use By Personnel Office	13. Allocation			
5. Unit Client Affairs and Community Relations		14. Effective Date			
6. Location (address where employee works) City County		15. By	Approved		
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. %	Personnel Office	16. Audit Date: By: Date: By:			
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM To: 5:00 AM/PM		17. Audit Date: By: Date: By:			

Position
Number

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

This position exists to provide help and assistance to clients who feel they have exalted their efforts in seeking assistance with issues and concerns regarding benefits. About 1/3 of the time will be spent working with community partners and organizations on initiatives. A

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
Macie L. Houston	Asst. Reg. Director Community Affairs	K0214660

Who evaluates the work of an incumbent in this position?

Name	Same	Title	Same	Position Number
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20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

A great deal of latitude is given to complete work assigned to this employee. This is a professional level position within Client Affairs and Community Relations Services Unit. The primary mission of this position is to 1) assure high quality public relations through the Office of Client Affairs in the Kansas City Region and 2) work with the assistant regional director of client and community relations services in the development, monitoring, and management of new initiatives, working with existing community coalitions and resources including the facilitation of public and community partnerships.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time	
1. 10 E	Community Development: Facilitates community development by creating cohesive relationships with community partners. Represents the Agency as a partner by serving on committees, boards, coalitions or councils within the community to engage with the community to identify and address emerging or existing issues and opportunities. Maintains a focus on the Agency Mission, Vision and Values and promotes a prevention and systems perspective while seeking strengths based solutions.
2. 50 E	Public/Client Relations: <u>Client Affairs:</u> Responds promptly to requests from clients and through Central Office, Governor's Office, and the general public. Listens empathetically to concerns, analyzes the situation, directs issues to appropriate SRS staff, tracks for proper handling, prepare responses for Central Office, SRS Secretary, Governor's office.
20 E	<u>Community Education:</u> Promotes a positive image of DCF through educating community partners about the agency and working to meet the needs of the community. Possesses expert knowledge of agency/regional programs. Speaks to community groups, addresses issues/concerns or connects the appropriate persons within the agency for resolution. Facilitates the planning and coordinating of events as appropriate.
3. 10	Outreach: Develops and promotes opportunities to educate the public about DCF services by enhancing their knowledge of programs that are available to increase the utilization of services for which individuals and families may be eligible. Engages community partners who may interact with mutual clients. The Food Assistance program is of primary interest.
4. 10	Resource Connection/Special Project: Develops opportunities for DCF staff and community partners to learn about each other's services and resources and effective referral and service coordination processes. Determines areas of need for services and seeks to locate and/or identify and participate in the development of resources in the Kansas City service areas. <i>In addition to the tasks above, the incumbent is expected to demonstrate a commitment to client service and integrated service delivery. The incumbent will participate fully and work effectively with all other divisions to improve community collaboration, office operations and outcomes agency wide.</i>

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position Number

NA

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23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- () Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

Clients will not receive appropriate services. Opportunities for new or expanded resources in the community could be lost. Access to services for DCF consumers and the community could be lost. Negative image of DCF with clients and in the community.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact to accomplish the above tasks are made with DCF regional staff, administrators, contracting agencies, providers, and members of the community.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Risks are those typical of any office environment. Automobile travel and on-site visits may constitute a slight risk. Frequent movement about the community, transporting boxes of literature (20 lbs or less) and display materials, setting up and tearing down displays.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

General office equipment, computer, telecommunications, state/personal vehicle may be used daily.

PART III - To be completed by the department head or personnel office

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education – General – Bachelor’s degree

One year of experience in planning, implementing and monitoring activities relevant to the agency’s programs. A minimum of one year experience in customer service/affairs. Education may be substituted for experience as determined relevant by the agency. A background in Community Relations is a plus.

Education or Training - Special or professional

Customer Service experience and knowledge of agency programs.

License, certificates and registrations

Special knowledge, skills and abilities

Two years of experience in Human Services as a case manager, supervisor or administrator. Two years of experience collaborating with partners to develop services/resources.

Experience - Length in years and kind

Three years of experience in Customer Service.

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date